



AMERICAN EMBASSY, NEW DELHI, INDIA

VACANCY ANNOUNCEMENT NUMBER: 15-060

OPEN TO: All Interested Candidates

POSITION: Visa Specialist, FSN-1415-10, DLA-301022
(Personal Services Agreement)

OPENING DATE: August 21, 2015

CLOSING DATE: September 3, 2015

WORK HOURS: Full-time; 40 hours/week

SALARY: Not Ordinarily Resident (NOR) - Grade: FP-05 (steps 5 through 14)
Ordinarily Resident (OR) - Grade: FSN-10*
*Starting salary will be determined on the basis of qualifications and experience, and/or salary history.

ALL NOT ORDINARILY RESIDENT (NOR) APPLICANTS (See Definitions) MUST ATTACH THE REQUIRED WORK PERMIT-VISA, RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. (Applications that do not provide the required documentation will not be considered)

The U.S. Embassy in New Delhi is seeking an individual for the position of Visa Specialist in the Consular Section.

Applicants must apply on the U.S. Mission Application Employment Form and specify the vacancy announcement number. Applications not completed on U.S. Mission Application Employment Form, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

Only applicants who are selected for the interview will be contacted.

BASIC FUNCTIONS OF POSITION

The incumbent will serve as Mission primary point of contact on consular issues for the public, including congressional offices, the media and host country government officials.

The position performs the following duties, though not limited to:

- Develop plan, provide information and manage staff to achieve Consular Affairs strategic objectives to allow U.S. citizens to make informed decisions about their safety, and to supply information to the public about passport and visa services and policies.
- Coordinate with other U.S. government offices, including Public Affairs, the Foreign Commercial Service and others to achieve these objectives.
- Develop and manage outreach programs to promote consular objectives with the schools, corporations, travel agents and other members of the public.
- Coordinate changes to consular website content for Mission India and support all consular and consular-related public affairs outreach efforts, including social media outreach.
- Serve as Mission India's point of contact for the Information Services component of the Global Support Strategy (GSS) visa processing system.
- Provide training for subordinate staff and ensure that the unit properly conveys complex and frequently changing NIV, IV and ACS regulations and application procedures to the public.
- Develop marketing plans and unit objectives consistent with Consular Affairs strategic objectives, staffing and overseeing efforts to meet those objectives. Perform Spot-check performance of subordinate staff to ensure that their written and verbal responses are accurate and courteous.
- Train subordinates with appropriate tools and materials to participate in outreach with tourists, business people, and students. Establish work priorities, recommends approval of leave and evaluates employee performance.
- Oversees all correspondence for Mission India, including all inquiries from Congress. Edits Congressional responses and interacts directly with Congressional offices.
- Identify Congressional inquiries that need review by the section chief. Ensure that all email inquiries escalated by the call centers to the Embassy are answered in a timely and accurate manner.
- Coordinate with the embassy Public Affairs section, maintain consular specific information on the Embassy website and coordinate the development of consular social media tools.
- Coordinate with other posts in India to ensure that all visa applicants receive the same information.
- Oversee all correspondence, centralized in New Delhi, for Mission India. Independently draft sensitive correspondence, in final form, in email, cable and letter format involving U.S. visa law, policy procedures and regulations for the Consul General's signature.
- Develop and manage outreach events in northern India, including radio and TV interviews, digital video conferences, live speeches and social media events.
- Represent Mission India at these events and market them events to maximize impact. Speak to student groups, business people, and travel agents. Oversees social media outreach on Facebook and Twitter.
- Coordinate and liaise with the Indian Ministry of External Affairs (MEA) and other ministries of the Indian Government as the first point of contact for routine diplomatic and official visa requests and inquiries.

- Handle any difficult or complex telephone inquiries that are referred by subordinate employees and explain in detail the technical regulations drawn from the law and regulations. When necessary, refers inquiries to an American supervisor.
- Track and documents customer service trends, independently recognize systemic problems highlighted by these trends, present solutions, and decide when specific issues should be brought to the attention of the U.S. Unit Chiefs of the Consular Section.
- Perform other duties as assigned.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. To request the position description, kindly send an email to NewDelhiVacancies@State.gov.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. **(Applications that do not provide clear evidence that all qualifications are met will not be considered. It is recommended that you attach a supplemental statement specifically addressing the following requirements).**

1. Bachelor's degree in either of these disciplines is required: Commerce, Humanities or Science.
2. Minimum five years of work experience in positions with increasing responsibility working with the Ministry of External Affairs or other Indian government ministries, high-level VIPs, or general public in the area involving public relations, marketing, journalism, media relations, or social media. Out of these five years' experience one year of supervisory experience is required.
3. Level IV (Fluency) in English and in Hindi (Speaking/Reading/Writing). **(When applying for the position, please indicate your level of proficiency for these languages)**
4. Excellent knowledge in MS Office (Word, Excel, Outlook and E-mail) and general database systems, including the Internet.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs and hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position should submit the following:

1. Universal Application for Employment as a Locally Employed Staff or Family member (DS-0174) is available on website Please note: Must answer all the questions in DS-174 application form.

http://newdelhi.usembassy.gov/job_opportunities.html or

2. A current resume or curriculum vitae that provides the same information found on the UAE (see Definitions); or (see below)
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus** (see below)
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the Universal Application for Employment.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number
- D. Date of Birth
- E. Place of Birth
- F. Dates Available for Work
- G. First, Middle, & Last Names as well as any other names used
- H. Current Address, Day, Evening, and Cell phone numbers
- I. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- J. U.S. Social Security Number and/or Identification Number
- K. Eligibility to work in the country (Yes or No)
- L. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)

- M. If applying for position that includes driving a U.S. Government vehicle,
Driver's License Class / Type
- N. Days available to work
- O. List any relatives or members of your household that work for the U.S.
Government (include their Name, Relationship, & Agency, Position, Location)
- P. U.S. Eligible Family Member and Veterans Hiring Preference
- Q. Education
- R. License, Skills, Training, Membership, & Recognition
- S. Language Skills
- T. Work Experience
- U. References

SUBMIT APPLICATION TO

U. S. Embassy
Human Resources Office (Recruitment Team)
Shantipath, Chanakyapuri
New Delhi 110 021
or
FAX: 2419-8056
or
E-mail: NewDelhiVacancies@State.gov

POINT OF CONTACT

Telephone: 24198227/8369

Please insert **15-060** (Vacancy Announcement Number) in the Subject of the E-mail NewDelhiVacancies@State.gov. Applications without the Vacancy Number or with incorrect Vacancy Number will not be accepted.

DEFINITIONS

1. **Eligible Family Member (EFM)**: An individual related to a U.S. Government employee in one of the following ways:
 - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
 - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,

- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: (September 3, 2015)

The U.S. Mission in New Delhi provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.